

Managing Complexity at Scale:

How Innflow Achieved 50% More with Avantra

Innflow is one of Switzerland's leading SAP consulting and managed service providers, supporting well-known national and international brands across highly complex SAP landscapes. With more than 800 SAP instances under management, Innflow faced growing operational complexity, rising security demands, and an ongoing shortage of skilled SAP Basis professionals.

To continue delivering high service quality at scale - without increasing headcount - Innflow needed a smarter, more automated approach to SAP operations.

By implementing Avantra, Innflow transformed the way it monitors, secures, and operates SAP systems across multi-tenant customer environments.

“As my first task was to implement a good monitoring tool, I naturally chose Avantra.”

- Felix Hausheer,
Team Lead SAP Basis

THE CHALLENGE

Managing SAP at Scale Without Losing Control

- **Complexity Across Hundreds of Systems**
Innflow manages SAP systems for many different customers, each with unique configurations, dependencies, and operational requirements. Manual monitoring and operations were no longer sustainable as system numbers continued to grow.
- **Rising Security and Compliance Pressure**
New SAP vulnerabilities required rapid identification and remediation across all customer landscapes. The team needed immediate visibility into affected systems and a reliable way to respond quickly - without manual effort.
- **Talent Scarcity**
With skilled SAP Basis resources increasingly hard to find, Innflow needed a solution that would **multiply the effectiveness of its existing team** while maintaining high service quality.

THE SOLUTION

Intelligent Automation for SAP Operations

- **Automation That Eliminates Manual Effort**
Avantra automated time-consuming SAP Basis tasks such as **SAP HotNews handling and kernel upgrades**. Vulnerable systems are identified instantly, and remediation can be executed consistently across all customer environments.
- **Customizable Monitoring at Customer Level**
Using Avantra's flexible checks and automation framework, Innflow aligns monitoring precisely with customer-specific requirements—while still maintaining standardized operations and SLAs.
- **Fast and Scalable Onboarding**
When new customers are onboarded, their SAP systems are added to Avantra and the appropriate checks are automatically applied. This ensures **consistent quality from day one**, without lengthy setup or manual configuration.

THE IMPACT

50% More Productivity, Without More Headcount

Avantra enabled Innflow to scale its SAP managed services with automation-driven efficiency and consistency:

- › **~50% increase in SAP Basis productivity** with the same team
- › **Automated monitoring and operations across ~800 SAP systems**
- › **Significant reduction in manual work** through automated HotNews handling and kernel upgrades
- › **Faster onboarding of new customers** without hiring additional consultants
- › **Standardized, customizable checks** ensuring consistent SLAs across diverse customer landscapes
- › **Basis team relief from repetitive tasks**, enabling focus on higher-value services and growth initiatives

Innflow now delivers large-scale, high-quality SAP operations with fewer manual interventions—supporting sustainable growth despite ongoing SAP skills shortages.

THE TAKEAWAY

- **50% more capacity** without increasing staff
- **Substantially reduced manual SAP Basis effort**
- **More time for strategic, value-added work**
- **Consistent service quality across all customer systems**

AT A GLANCE



The Challenge

- High complexity across hundreds of SAP systems
- Manual, repetitive SAP Basis tasks
- Growth pressure amid skilled-worker shortages

Benefits with Avantra

- Automated monitoring across multi-tenant SAP landscapes
- Fast setup of standardized and custom checks
- SAP Basis teams empowered to focus on business growth



Now you're *really* running.

Want to see how Avantra can transform your SAP operations? Book a demo.

www.avantra.com